

**City of Milpitas**  
**Unapproved Minutes**  
**Telecommunications Commission**  
**September 19, 2005**

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**I. Call to Order & Roll Call:**

Telecommunications Commission Vice Chair Niranjan Gupta called the meeting to order.

Members Present

N. Gupta, G. Ali-Santosa, I. Munir, P. Peterson  
V.Mathur, A. Ettinger, S. K. Bansal Alt 1, S.A.A. Bilgrami  
Alt 2

I.S. Staff: B. Marion, E. Pasion

Members Absent: A. Alcorn, W. Lam, D. Gupta

City Council: A. Gomez

**II. Pledge of Allegiance:**

The members of the Commission recited the Pledge of Allegiance.

**III. Announcements:**

No announcements were made for the record.

**IV. Approval of the Agenda:**

Motion to approve the agenda.

M/S P. Peterson / G. Alisantosa Ayes: 8

**V. Approval of the Minutes  
August 15, 2005**

Motion to approve the minutes as submitted.

M/S P. Peterson / G. Alisantosa Ayes: 8

**VI. Citizen's Forum**

Lou Ann McKeefery, Stratford Drive, Weller Ranch area, Milpitas, informed the Telecom Commissioners she has encountered intermittent service outages with Comcast's Internet service for the past several months. It is the only service provider currently offering high-speed Internet service to her neighborhood at this time. Initially, Comcast came to her residence and tested and exchanged end equipment to correct the problem. No improvements were made in the service and outages continued. Her fellow neighbors who also are Comcast Internet subscribers were experiencing those same problems. Comcast concluded after several inquiries that there was a network problem, which was being taken care of for her neighborhood by service technicians. Comcast reported that service ticket was order and the problem was taken care of and no further information was available to report. Unfortunately, the service outages continued with no improvement to the network speeds. After several calls to the Comcast Ms. McKeefery eventually contacted Milpitas City Hall to seek additional help on the matter. Information Services staff contacted Comcast's government affairs office on

behalf of Ms. McKeefery and her other neighbors in Weller Ranch. Comcast sent technicians to investigate the service problem and found faulty communications equipment that was hindering the network speeds. Comcast upgraded Ms. McKeefery's connection to a faster service to her home and currently there have been no major interruptions. She wanted to let the Commission know that Comcast needs to make major improvements to the handling its customer service requests without having to left wondering if their inquiries have been reviewed properly. She appreciated the assistance from the Information Services staff in expediting the matter on behalf of her and her neighbors living in the Weller Ranch area but noted that it customers should not be left wondering if the matter was being handled properly.

Ms. McKeefery also added that Comcast reported that the cable network had been originally built to handle 550mhz network speed. The newer cable networks handle 750mhz speed. She was wondering when Milpitas would be receive and upgraded to take advantage for the new and improved services such as on demand video and that the City consider having Comcast considering. Commissioner Ali-Santosa appreciated Ms. McKeefery's comments and would hope that in the future that the Comcast be more attentive in dealing with customer service matters and that policies be in place so that is no occurrences.

CIO Bill Marion suggested to the Commission that Comcast be invited back to present its current technical review and customer service reports at a future meeting. The Commission would be able to gather how well Comcast is providing its current services and what is planned for the future services in Milpitas.

CIO Bill Marion also explained the limitation that local franchise agencies had in controlling cable companies and FCC rules that governed telecommunications companies from operating under different rules. Currently, there are no other cable operators' providers to compete with Comcast's Internet services. Other options exist like DSL and satellite services.

## **VII. Continued-New Business:**

### **1. P.E.G. Access Subcommittee Report**

Bill Marion Director of Information Services reported on the recent activities on behalf of subcommittee chair Dinesh Gupta.

The subcommittee developed a process to address the policy document draft that would address governance, process and procedures for the future access studio. Preliminary planning is also being reviewed for the future

cable studio access center location. Both are being developed in parallel by the subcommittee.

Staff recently toured the current Milpitas unified school district video production room. Mr. Marion provided several draft photo simulation images of the proposed television production facility and planning redevelopment of the traffic and parking around the school district offices and sport center complex. The new traffic plan redevelopment would be able to address the access to the proposed public and educational cable access center.

Final review and approval from the school district members and the City Council will be needed before any further development is made on the educational-public access studio. Commissioners Ali-Santosa added the policy development from last year's document is similar and is providing a framework in the creation of the policy.

Motion to note receipt and file.

M/S P. Peterson / G. Ali-Santosa Ayes: 8

## 2. August 2005 I.S. Monthly Report

Information Services Director, Bill Marion, reported on the accomplishments of the information services department.

Information Services recently installed 59 new computers for the Milpitas police department that was funded through an asset seizure program. IS staff is also helping the police department in deploying new digital voice recorders that will be integrated with the word processing staff for reporting purposes. IS staff also created an updated CAD mobile interface for the fire department for simple access to current computer data.

Formal acceptance of the recently installed CAD system will be completed. The system has been operating continuously for 90 days with no major software problems.

On the wireless network development, the department has a total of 52 Tropos working on the city's public safety wireless communications network. Plans are being made to add wireless access on fire department vehicles for access to information remotely outside of the city's network.

IS staff is also ready to debut the newly updated commercial real estate property web page with digital photos detailing the various locations. Commissioner Mathur asked of the variations in commercial availability. Staff added that unfortunately more vacant properties are being added to the website. Commissioner Bilgrami

asked if the fire mobile data was available for public access. Staff added it was not designed for public access use. Commissioner Bilgrami asked if the more maps are being added like Google maps. Staff added that the GIS manager is currently working on adding new maps. Staff also added that a new economic development manager would be working with staff in creating a plan for future outreach.

Commissioner Ali-Santosa asked of retention of information of the CAD system. Mr. Marion noted that police required a minimum of five years of data retention and in time and in time the data would be moved to another storage device. Commissioner Ali-Santosa asked of the currently method of backing up the CAD information. Mr. Marion noted that the CAD information had dual back servers in the event that one server failed. He added that the information was continually updated so that no loss of CAD data would be compromised. In a worse case situation if the actual building were temporarily unoccupiable that Santa Clara County dispatch center would handle Milpitas' 911 telephone calls.

Motion to note receipt and file.

M/S G. Ali-Santosa / S. Bansal Ayes: 8

### 3. Round Table Discussion

Staff introduced and welcomed to the Commission Mr. Syed Bilgrami as the new alternative #2 member. Mr. Bilgrami was very eager to participate. Engineering by profession and will to help with the Commission's activities.

Vice Chair N. Gupta suggested the Commission have another meeting and tour at the Information Service department to introduce Commissioner Bilgrami to the City's technology.

### VIII. Adjournment of Meeting

The Commission adjourned to its next meeting of October 17, 2005.

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